



**Franklin County**  
**Department of Job & Family Services**  
1721 Northland Park Ave.  
Columbus, Ohio 43229

## **J O B   A N N O U N C E M E N T**

**POSITION TITLE:** Administrative Officer  
(Non-Bargaining)

**PCN:** 103070

**DEPARTMENT/Location:** Workforce Development/Northland

**P. R.:** N17

**REPORTS TO:** Deputy Director, WFD

**RESPONSIBILITIES:** Assists in the overall day to day operations of the Workforce Development Department. Performs supervisory tasks which include: assigning and reviewing work completed by the department for accuracy and completeness; evaluating level of worker performance, conducting unit meetings and individual conferences. Coordinates training to improve performance in the WFD area; determines priorities and time schedules; writes directives and guidelines. Answers and clarifies policy questions to ensure appropriate compliance. Follows up with supervisors and/or staff to ensure the concerns are resolved in a timely and professional manner. Solves problems with supervisors and staff to find effective means to serve customers. Supervises and directs clerical support supervisor and activities of the clerical support area to ensure quality customer service is provided. Supervises and directs activities of the Work Activities Unit and Assignment Unit. Assists Workforce Development Director in the administration and coordination of all Workforce Activities. Conducts reviews of special programs and projects, identifies operational problems and makes recommendations for corrective action. Assumes management responsibility in the absence of the Workforce Development Director. Consults with the Workforce Development Director and establishes formalized interagency linkages with providers of employment, education, training, work experience, social and supportive services for customers. Consults with community and governmental agencies to establish and maintain a positive working relationship. Presents information and explanations of program requirements, operations, goals, and objectives to community groups and organizations. Evaluates statistical data from monthly, quarterly and annual reports relative to the Workforce Development Department and individual units' work performance. Monitors reports, tracks delinquencies, and devises means to reduce delinquencies. Disseminates work performance expectations and goals to the Workforce units relative to special projects as assigned by the Workforce Development Director. Conducts investigations of customer concerns received in writing, by telephone, or in person and provides information to resolve concerns. Attends meetings and participates in agency work groups in the development of agency-wide procedures and policies. Participates in special projects

**MINIMUM QUALIFICATIONS:** Bachelor's degree in business or related field with three years of office administration or related experience; or any equivalent combination of training and experience.

**STARTING SALARY:** \$26.14 per hour, 180 day probationary period  
Plus a Comprehensive Benefits Package

**DATE POSTED:** Monday, March 17, 2014

**DEADLINE TO APPLY:** Friday, March 21, 2014

If interested, please go to [www.franklincountyohio.gov/Commissioners/hr](http://www.franklincountyohio.gov/Commissioners/hr) and apply on-line.

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